

## RIGLYNE

ISE Personeel Visie: Dit is ons doel om vir u soveel toegang as moontlik te gee tot u geliefde in hierdie moeilike. Ons verstaan dat die genesingsproses die liefde en ondersteuning van u – die familie – insluit.

Om die beste sorg aan u geliefde te gee, vra ons u hulp met die volgende riglyne:

- Die ISE het nie vaste besoektye nie – u mag enige tyd besoek.
- Om die privaatheid en konfidensialiteit van al ons pasiënte te verseker, vra ons dat besoekers in die eenheid of in die wagkamers bly, eerder as om in die gange te wag,
- As u met die verpleegster of dokter wil praat, wees asseblief bewus daarvan dat tydensskof-ruilings en dokterssaalrondtes, verpleegsters en dokters nie beskikbaar is nie. Gedurende hierdie tye moet versorgers helder en duidelik inligting met mekaar deel – inligting wat noodsaaklik is vir die versorging van pasiënte.
- Die verpleegsters sal besoekers vra om die eenheid te verlaat wanneer 'n mediese prosedure moet uitgevoer word, saalrondtes gedoen word, of as die pasiënt moet rus. Dit word gedoen vir pasiënt veiligheid en privaatheid. Die verpleegster sal die besoekers laat weet wanneer hulle weer kan inkom.
- As die pasiënt 'n groot familie het, sal die verpleegster na toelating tot die ISE vra dat 'n familie segspersoon aangewys word om die kontak persoon tussen verpleeg- en mediese personeel, familie en vriende te wees.

## Die segsman kan help deur:

- Telefoon oproepe i.v.m. die pasiënt se toestand te hanteer.
- Saam met ons individuele riglyne vir besoeke by die pasiënt te beplan.
- Hierdie vennootskap sal die familie die beste toegang tot die pasiënt gee – en, belangriker, die pasiënt ondersteun deur die familie in te sluit as deel van die versorgingsspan saam met ons.

# ICU Family & Visitor Guidelines



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## GUIDELINES

ICU Staff Vision Statement: Our goal is to give you access to your loved one in this time of need as much as we possibly can. We understand that the healing process will include the love and support from you --- the family!

In order to provide the best care for your loved one, we ask for your help with the following guidelines:

- The ICU does not have set visiting hours – you may visit at any time.
- We ask family to stay in the unit or waiting rooms at all times, rather than waiting in hallways, to ensure privacy and confidentiality for all of our patients.
- When you want to talk to the nurse or doctor, please be aware that during change-of-shift report and doctors' ward rounds, nurses and doctors may not be available. At these times the caregivers need to share clear and accurate information with one another ---information that is essential for the care of patients.
- The nurse may ask visitors to step out of the unit when a medical procedure needs to be done or ward rounds are done, or when the patient needs to rest. This is done for patient safety and privacy. The nurse will notify the family when they can return to the unit.
- After admission to the ICU, if the patient has a large family, the nurse will seek to identify a FAMILY SPOKESPERSON to be the contact person between the nursing and medical staff, family and friends.

### The family spokesperson will help by:

- Taking phone calls regarding the patient's condition.
- Working with us to plan individual visiting guidelines for that patient.
- This partnership will allow the family best access to the patient---and more important, support the patient by including the family as part of the caregiver team with us.

## LIPHELO

PONELO PELE YA BASEBETSI BA ICU: Sepheo sa rona ke ho le fa monyetla wa hoba le bang ka lona le baratuwa ba lona ka moo re ka khonang ka teng. Re utlwisisa hore pholo ya mokudi wa lona e kopantse tshehetso ya lona – “Lelapa le metswalle”

Hore re tle re kgone ho fihlella tlhokomelo e boemong bo phahameng ya mokudi wa lona, re kopa tshebedisano mmoho le lona ka tsela tse latelang:

- Kokelo ya rona ya ICU ha e na linako tse khethehileng tsa ho etela mokudi – le ka bona mokudi wa lona neng kapa neng ha le tlile.
- Ha le tlile ebang pela mokudi kapa tlung ea phomolo (pela'dilifts) eseng le eme phapusing tse tswelang kantle ho kokelo. Sena se tla re thusa hore re oke mokudi lekunutung le mo tshwanetseng le bakudi ba bang ba ka kokelong.



- Ha le batla ho bua le mooki kapa ngaka, le hlokomele hore hona le nako ea ho fapanyetsana ka ditaba tsa koko ya mokudi pakeng tsa baoki ha ba bang ba tjhaisa ba bang ba kena mosebetsing. Ka ho tshwana dingaka le tsona di bona bakudi ka nako ya bona e ikhethileng mmoho le bona baoki. Sena se fana ka monyetla wa hore ba fanane ditaba, le ho fapanyetsana maikutlo ka bophelo ba mokudi e le ho fihlella tlhokomelo e nepahetseng ya mokudi. Ke ka nako tsena le tla fumana le sa kgone ho fumana thuso ya bona.

- Baeti ba tla kokuwa ho tswa ka bookelong ka mabaka a latelang: Ka nako eo mooki a tlamehang ho phetha mosebetsi o itseng ho mokudi. Ha dingaka di bona bakudi di fapanyetsana maikutlo. Ha mokudi a tshwanela ho phomola. Sena se etswa ho fa mokudi polokeho le nako ya bomong. Mooki o tla le bitsetsa phaphusing ya kokelo ka nako e lokelang.
- Ha mokudi a se a amohetswe ka kokelong, re kopa moemedi a le mong wa lelapa eo e tla ba yena ya tla botsisisa ka mokudi ho baoki le dingaka, mme a fane ka ditaba tsa mokudi ho lelapa le metswalle.

### Sena se tla re thusa ka tsela e latelang:

- Ho amohela mohala ka taba tse amang mokudi.
- Moemedi enwa o tla re thusa ho rera diphelelo tse ikhethileng tsa ketelo ya mokudi.
- Kamano ena e tla thusa ka hore lelapa la mokudi le kgone hoba le mokudi, ho mo fa tshehetso ka ho amanya lelapa hore ebe karolo ya batho ba fanang ka tlhokomelo, mmoho le basebetsi ba sepetlele.